



**City of Ontario  
Grievance Procedure Under  
The Americans with Disabilities Act**

This grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the City of Ontario. The City's Policy Against Discrimination/Harassment governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of claimant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or her/his designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Angela C. Lopez  
ADA Coordinator / Executive Director Human Resources / Risk Management  
303 East B Street  
Ontario, CA 91764

Within 15 calendar days after receipt of the complaint, Angela C. Lopez or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of meeting, Angela C. Lopez or her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Ontario and offer options for substantive resolution of the complaint.

If the response by Angela C. Lopez or her designee does not satisfactorily resolve the issue, the complainant and/or her/his designee may appeal the decision within 15 calendar days after the receipt of the response to the City Manager or his designee.

Within 15 calendar days after the receipt of the appeal, the City Manager or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City Manager or his designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Angela C. Lopez or her designee, appeals to the City Manager or his designee, and responses from these two offices will be retained by the City of Ontario for at least three years.